

PROTECTION AND SAFETY

ADMINISTRATIVE MEMO #8: 07/19/05

Date: July 19, 2005

To: Service Area Administrators
Protection & Safety Administrators
Protection & Safety Workers and Supervisors
Resource Development Workers and Supervisors

From: Nancy Montanez, Director, Health and Human Services

By: Todd Reckling, Administrator
Office of Protection & Safety

Re: Protection & Safety, Resource Development & Licensing staff
Documentation of Out-of-Home Assessments, Licensing Complaints, and
other contacts on N-FOCUS

Effective Date: August 1, 2005
Contact: Sherri Haber (402) 471-7989

Ensuring the safety of children in out of home care is an important function of our agency. In order to make informed decisions regarding the use of foster homes and group homes, easy access to information related to those providers' must be available to staff.

There has not been a statewide requirement that Protection and Safety, Resource Development and Licensing staff document their activity on N-FOCUS, so it may appear that no response occurred to licensing complaints or allegations of abuse/ neglect.

Effective August 1, 2005, Protection and Safety, Resource Development and Licensing staff is required to document case activity on N-FOCUS under the Organization (ORG) in the appropriate narrative subject area. Special attention should be paid to complaints, out of home assessments and contract issues.

The following supercedes language regarding the documentation of Out-of-Home Assessments, in the Initial Assessment Guidebook, Section III, Assessment of Child Maltreatment in Out-of-Home Care Settings:

All reports alleging possible child abuse or neglect involving any Out-of-Home Care Provider must be called into the hotline immediately, regardless of how the information is reported. (I.e. state ward tells case manager about alleged abuse

by foster dad – the case manager should help the youth call, or themselves call the hotline to report the abuse allegation].

Hotline/Intake Staff will determine if the Intake is an allegation of child abuse or neglect, if it should be accepted for assessment, and if accepted the priority.

Intake staff will notify Licensing, Resource Development, Developmental Disabilities, Medicaid, Magellan and others as appropriate.

Hotline/Intake Staff will follow local office protocols for assignment of Accepted CAN reports and notifying the Foster Care Supervisor and or Contract manager.

Hotline/Intake Staff will tie the Intake to the Organization via actions taken in N-FOCUS, designating the Organization as Allegation Involved and/or Allegation Site.

Resource Development Staff/Contract Monitors will put an N-FOCUS HOLD Status on any foster home or facility with a reported and accepted CAN Intake. This intervention will result in the foster home or facility becoming unavailable for new placements. The facility type in N-FOCUS will have a HOLD status until information is provided to the Resource Development Worker that the HOLD status is no longer necessary, or until there is additional information that the facility license is being suspended revoked or voluntarily closed.

In all cases the worker should respond to and complete the assessment based on the Intake priority.

In all cases the worker will record documentation of the assessment in the State's Child Welfare data system (N-FOCUS). This will be documented in the narrative section of the Organization involved in the allegation. This requirement includes foster homes, group homes and residential facilities.

In all cases when preparing to complete the assessment, workers will review background information including CPS, licensing and resource development files. Workers will review both the electronic and physical case records.

Corrective Action Plans for Contract Providers will need to be developed, approved by HHS and implemented prior to receiving any additional referrals for placement.

Reports or complaints that do not rise to the level of an abuse or neglect referral that are forwarded to Licensing or Resource Development for follow up will also be documented on N-FOCUS in the Organization narrative sections.